

Appendix C. Semi-structured interview guide for clients

This interview guide is used for the clients' 8-week qualitative assessment.

General information:

- A. Age
- B. Neighbourhood of residence: (e.g. NDG, Petite-Patrie, Plateau, Cote-des-Neiges)
- C. Highest level of education: (elementary school graduate, high school grad, university – bachelor's degree, university – master's or PhD degree)
- D. Marital Status: (single, married, common-law)
- E. Languages spoken/comfortable conversing in:
- F. Preferred language(s):
- G. Do you identify as a visible minority? (Y/N)
- H. What ethnic background do you identify with? (Caucasian, African, Caribbean, Hispanic, East Asian, South Asian, Southeast Asian, Indigenous, Other, Mixed)
- I. Do you live with anyone currently: (alone, other family member, spouse, child, friend)
- J. Do you live in a group home, supervised apartment, long-term care facility, or nursing home: (group home, supervised apartment, long-term care facility, nursing home, other – please specify)
- K. Baseline Risk Level (red/yellow/green):

1. How did you come to know about this program?

Prompts:

- a. Was the way to access information about the program convenient for you (e.g., referred by your clinician, poster, social media, friends, family, etc.)?
- b. Do you think you could/should have known about it earlier?

2. Can you please provide some information about your situation at the time when you received the phone call?

Prompts:

- a. Were you isolated and living alone?
- b. Were you worried and stressed because of the Covid19 situation?
- c. Did you have access to services, if yes which ones and how?
- d. Did you have access to a caregiver living in the same city/neighborhood? Did you find it easy to access them or not?
- e. Did you have medical or other conditions, would like to share?

3. How was your contact experience with the telehealth program?

Prompts:

- a. Who contacted you? Did you understand correctly what was offered?
- b. Were your questions answered?
- c. Do you remember how many people associated with the program called you?
- d. Did you like your volunteer-partner? Were you able to share your concerns with her/him?
- e. Was s/he able to help you with your issues? What kind of help did you need?

4. How did the program help your overall situation?

Prompts:

- a. Did you feel relaxed after the phone calls?
- b. Did you feel connected to the world through this program?
- c. Did this program offer you enough information? If not, what was missing?
- d. Did you find the volunteer-partner dependable and accessible?
- e. Do you think the number of calls per week was enough to meet your needs?
- f. Did you request the service in a specific (ethnic) language? If so did you get it and was it helpful?

5. Do you have suggestions/concerns for the program team?

Prompts:

- a. Do you think the team provided enough clarity and information to satisfy your needs?
- b. Would you like this program to continue even after the Covid19 is over?
- c. Would you be interested in this kind of program, but offering other services in the future?
- d. Would you be interested in online programs for health improvement in the future by our team?
- e. Any specific thing that you liked/disliked about this program?
- f. How can we improve this program?

Thank you for your time.